## REMARKS

As a preliminary matter, Applicants appreciate the withdrawal of the final rejections and the reopening of prosecution.

## Claim Rejections under 35 U.S.C §101

Claims 1-8, 10, 12-39, 40-46 and 47-52 stand rejected under 35 U.S.C 101 for purportedly being directed to non-statutory subject matter.  To expedite prosecution, the claims have been amended for the sake of clarity.  Applicants respectfully request that the rejections be withdrawn.

## Claim Rejections under 35 U.S.C. §103

### Gusick et al., Khaunte, Liao et al. and Cogger et al.

Claims 1, 3-8, 10-20, 22-28, 30-33, 35-40, 42-50, and 52-67 stand rejected under 35 U.S.C. 103(a) as being unpatentable over Gusick et al. (US Pub. No. 2001/0047270) in view of Khaunte (US Pat. No. 6,546,017), of Cogger et al. (US Pat. No. 6,859,783) and Liao et al. (US Pub. No. 2004/0136379).

Upon reopening prosecution, the Khuante reference was added in place of Mangipudi et al. (U.S. Pat. No. 6,728,748).  Khuante is also deficient, however, such that Khaunte also does not disclose the recited calculated priority value in accordance with a type of request.  In fact, none of the references, alone or in combination, disclose or suggest "service desk computer network" for "categorizing" a request including "calculating a priority value for the request" where "the priority value is calculated in accordance with the type of request, an impact of the request, a severity of the request, a criticality of a function affected by the request, and a resolution urgency of the request at the time of receiving the request."

Gusick et al. purports to disclose a customer service system and method to enable different parties or organizations to communicate or share customer service information with one another.  An organization may automate its customer service system by including access to a list of frequently asked questions (FAQ) and their corresponding answers.  The organization categorizes, organizes and/or cross-references the questions and answers into a customer service knowledge base.

Customers visiting the site can browse or search the knowledge base and have their questions answered with human intervention. A customer can also submit a query that the manager attempts to match with customer service information contained in a knowledge database. *See* Para. 19. In this way, the system of Gusick et al. may categorize answers to customer questions. Gusick et al. does not disclose or suggest, however, categorizing customers' requests by calculating a priority value for the request, nor by calculating the priority value in the recited way.

Khaunte fails to fill the gaps. Khaunte purports to disclose a solution for supporting tiers of traffic priority levels in a packet-switched network. From a service ID, a static priority value of the requesting modem's service class is determined. A metric is calculated by subtracting the static priority value from an arrival time value of an associated bandwidth request. Use of the static priority in the metric helps a grant scheduler prioritize bandwidth requests from high priority modems over requests from low priority modems in the same queuing structure. Use of the arrival time in the metric enables implicit fairness to traffic prioritization. Khaunte fails to disclose or suggest calculating a priority value in accordance with, among other things, the type of request, as recited in the claims. Rather, the Khaunte system calculates a metric based on an identification of the modem and a packet arrival time, not a type of request.

Liao et al. also fails to fill the gaps. Liao et al. purports to disclose a method and apparatus for allocating limited network resources, such as bandwidth and buffer memory, among various categories of data. The categories are established as "expedited forwarding" (EF), "assured forwarding" (AF), "best effort" (BE), and "lower than best effort" (LBE) based on service level agreements that are put in place with customers. Liao et al. does not disclose or suggest, however, provisioning service desk capabilities to customers, where the provisioning includes "calculating a priority value for the request, wherein the priority value is calculated in accordance with the type of request, an impact of the request, a severity of the request, a criticality of a function affected by the request, and a resolution urgency of the request at the time of receiving the request", which is recited in the claims as amended.

The Office Action states on page 7 that "a resolution urgency" is considered non-functional descriptive material, however, that feature was changed to "a resolution urgency of the request." Applicants request that the feature be considered, and that a reference be provided that shows the feature, since neither Liao et al. nor the other references explicitly disclose this feature.
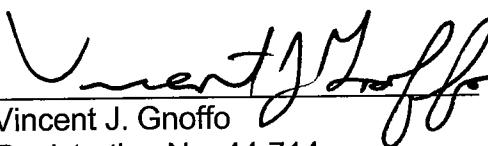
Cogger et al. fails to fill the gaps. Cogger et al. purports to disclose a system and method for opening and tracking trouble tickets over the public Internet. A customer service management system may provide information included within a customer profile record to a Web enabled infrastructure which may be accessible by a remote customer workstation having a web browser and Internet access. The customer profile information may be used to populate data fields in dialogs used to open a trouble ticket. Once the trouble ticket is opened, the customer workstation may track the existing trouble tickets through a browser based graphical user interface. The graphical user interface may provide current and historical status reports of the actions taken to resolve a network event and the service organizations responsible for resolving the network event. Crogger et al. does not disclose or suggest "calculating a priority value for the request, wherein the priority value is calculated in accordance with the type of request, an impact of the request, a severity of the request, a criticality of a function affected by the request, and a resolution urgency of the request at the time of receiving the request."

In sum, neither Gusick et al, Khaunte, Lioa et al., nor Crogger et al., alone or in combination, discloses or suggest all the features of the claims. For at least these reasons, Applicants respectfully request that the rejections be withdrawn.

## Conclusion

Applicant respectfully requests the allowance of the application. The Examiner is invited to contact the undersigned attorneys for the Applicant via telephone if such communication would expedite this application.

Respectfully submitted,

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